



TRAINING OPPORTUNITY
Detrick Center for Training and Education Excellence
Fort Detrick, MD

Course Title: Managing Employee Conflict and Problem Solving

Dates / Location / Hours: 02-03 Mar 04 / DCTEE, Bldg. 1520, Rm. 2 / 0830-1600

Registration Deadline: 17 Feb 04

Cost: \$ 200 per student.

Vendor: FCC, 7932 Opossumtown Pike, Frederick, MD

Description: Conflict is inevitable in any organization. What's important is that it be handled effectively, so that it's a springboard for growth and problem solving in the organization. This class will focus on the supervisor or co-worker who desires to be helpful to others who are experiencing conflict...from recognizing the dynamics involved, to mediating differing opinions, to assisting others with the problem-solving process.

Benefits: By attending this class, the participants will:

- Recognize the many sources of conflict and heightened emotion
- Understand the role of individual personality and style in experiencing and managing conflict, including their own
- Gain insight into people who seem challenging to work with
- Learn and practice techniques for assisting others who are in conflict
- Identify methods for effective negotiation, problem solving and follow up.

Who should attend: Class is recommended for supervisors, managers, team leaders, or other persons who are interested in the topic.

Check your Army Civilian Training Education and Development System Plan at <http://cpol.army.mil/train/acteds> to see if course will satisfy the core competency requirements in your Career Program or Career Field.

Course Manager: Tel. 301-619-3360, Fax 301-619-2884, E-Mail: USAGDCTEE@det.amedd.army.mil

How to Nominate and Apply: FAX DD Form 1556 to DCTEE (301-619-2884 or DSN 343-2884) or mail to bldg 1520 by the registration deadline. Make sure Blocks 17, 19, 23, 25, 32, 33, and 34 are properly completed. Include nominee's email address and Training Coordinator's phone number and email address in Block 18. Training coordinators must add billing information in blocks 27 and 37.

Do not attend unless you have received confirmation from the course manager prior to the start of the course. Although we try to accommodate all training needs, faxing a nomination to us does not guarantee a space allocation. Check with your activity Training Coordinator if you have not received confirmation two-four weeks prior to the class starting date.

Notes:

Individuals who require special services or accommodations due to a disability should advise this office immediately (wheelchair access, interpreter, etc).